Electronic Acknowledgement Receipt					
EFS ID:	3913731				
Application Number:	10610486				
International Application Number:					
Confirmation Number:	5347				
Title of Invention:	Ideal transfer of call handling from automated systems to human operate based on forecasts of automation efficacy and operator load				
First Named Inventor/Applicant Name:	Eric J. Horvitz				
Customer Number:	27195				
Filer:	Himanshu Amin/Jessica Sexton				
Filer Authorized By:	Himanshu Amin				
Attorney Docket Number:	MS303530.1 / MSFTP471US				
Receipt Date:	09-SEP-2008				
Filing Date:	30-JUN-2003				
Time Stamp:	17:27:39				
Application Type:	Utility under 35 USC 111(a)				
Payment information:					

Submitted with Payment	yes
Payment Type	Credit Card
Payment was successfully received in RAM	\$180
RAM confirmation Number	2808
Deposit Account	
Authorized User	

## File Listing:

Document Doc Number	ument Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
------------------------	-------------------	-----------	-------------------------------------	---------------------	---------------------

Information Disclosure Statement (IDS) Filed (SB/08)	Information Disclosure Statement (IDS)	US_IDS_FormSB_08a.pdf	760091	no	4			
	03_1D3_F011113B_00a.pd1	0850f6609508b5cabc5cd745219dd019b2e 363be	110	7				
Warnings:								
Information:								
2 NPL Documents	NPL.pdf	1099241	no	26				
2 IN L Documents	W E.pai	2d05947f8d78e5e48418fdefa8eb06d45ab 82ba5		20				
Warnings:	Warnings:							
Information:								
3 Fee Worksheet (PTO-06)	fee-info.pdf	30133	no	2				
		aa951d5b7a9462fd7621cd82eec3d611f51c dbd0						
Warnings:								
Information:								
	Total Files Size (in bytes): 1889465							

This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

## New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

## National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

## New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.